ACN Mobile User Manual

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Getting Started

Activating your SIM card

To activate you SIM card, please follow the instructions:

1. Detach the ACN SIM card from the SIM card holder and install it in your mobile phone.
2. Switch your phone on
3. Enter your PIN code (confirmed in the enclosed personalised welcome letter). For an explanation of what a PIN code is, see below.

When ‘ACN Mobile’ shows on your display you can start calling.

Your PIN code

Your PIN code is a unique 4-digit number that locks your phone and protects it against unauthorised usage. If you incorrectly enter your PIN code more than 3 times, your SIM card will become blocked and in most cases you will need to unblock it using the PUK code (see below).

Changing your PIN code

To change your PIN code, simply do the following:

1. Enter **04*current PIN code*
2. Enter new PIN code*
3. Repeat new PIN code#

For example, if your PIN code is ‘1234’ and you would like to change it to ‘5678’, you should enter: **04*1234*5678*5678#.

Your PUK code

Your PUK code is a Personal Unblocking Key that will unblock your SIM card if you have incorrectly entered your PIN code more than 3 times. If your SIM card is blocked, your phone will in most cases automatically prompt you to enter your PUK code. If your phone does not automatically prompt you to enter the PUK code, please do the following:

1. Enter **05*PUK Code*
2. Enter new PIN code*
3. Repeat new PIN#

For example, if your PUK code is ‘12345678’ and your phone is blocked you can set-up ‘9876’ as your new PIN code by entering **05*12345678*9876*9876#.

If you incorrectly enter the PUK 10 times, your SIM card will remain blocked and you will need to purchase a new SIM card from ACN.

Calling – Anywhere!

Calling in the Netherlands

Enter the area code followed by the phone number when calling within the Netherlands. Enter (prefix code) (Phone number).

Calling Internationally

When making calls to destinations outside of the Netherlands, enter '+' or '00' followed by the country code for the country you are calling to, omit the first zero in the area code and enter the phone number. We recommend that you use '+' instead of '00', as the '+' key replaces the prefix (00) for calls even from countries that use a different prefix for international calls. Enter +(country code) (prefix code) (Phone number).

Calling when outside of the Netherlands

Your ACN Mobile subscription keeps you connected when you are outside of the Netherlands. To make a phone call within a country outside of the Netherlands, simply enter the area code followed by the phone number. To make an International call from a country outside of the Netherlands, simply follow the procedure for calling internationally. Please note that to call to the Netherlands from another country you must use the international dialling prefix +31. Enter +(country code) (prefix code) (Phone number)

Tip! When saving phone numbers to your mobile phone, it is a good idea to save them in the international format using the "+" prefix so that you can easily contact your friends and family when you are on holiday or travelling abroad.

Our Tariff Options

ACN Slim

If you like the cost control that a pre-paid product provides, but would like to enjoy the competitive pricing and full service functionality of post-paid, **ACN Slim** is the calling plan for you! By calling ACN or visiting our website, you can define your calling limit and keep track of your usage.

ACN Bonus 1+1

Designed for callers with a low to medium monthly usage, **ACN Bonus 1+1** offers the convenience of competitive flat rates for all call types and an attractive SMS rate. Refer to our price list for more details. And for each minute of national calls you make, you will earn one ACN-2-ACN bonus minute that you can use to make calls to other ACN mobile users in the following month. So the more calls you make, the more you can save!

ACN Talk 750

If you are a frequent mobile user, you will enjoy the advantages of **ACN Talk 750**. With **ACN Talk 750**, our extremely competitive national rates are reduced for the first 500 minutes! And if you don't use all of the minutes, the remainder will be transferred to the following month! If that isn't enough, you will also benefit from 250 ACN-2-ACN minutes for calls to other ACN mobile users! Competitive rates apply to all other call types and SMS.

ACN Options

You can further reduce your costs on the ACN Bonus 1+1 and ACN Talk 750 calling plans with our value-added SMS and GPRS option bundles. For a low monthly fee, enhance your text life with 100 SMS messages per month! For frequent internet users, ACN offers a GPRS bundle on the ACN Bonus 1+1 and ACN Talk 750 calling plans where you can use a given amount of data per month (5Mb) for a fixed monthly fee.

Roaming and International

Calling Internationally

Whether calling family in Southern France, or friends on holiday in Spain, you'll always know how much your calling costs are from the Netherlands with ACN Mobile!

We divide the world into 4 zones; Western Europe, Rest of Europe, North America and Rest of the World and you pay one flat rate to call any country in each zone – Anytime!

Get your message across - Anytime, Anywhere!

Keep in touch with anyone, anywhere in the world, by SMS. Sending a text message to your friends outside of the Netherlands is simple, effective an inexpensive with ACN Mobile. There is one flat rate to send SMS messages anywhere in the world and at anytime.

Please note that sending SMS messages to numbers outside of the Netherlands is excluded from the SMS100 bundle option. All international SMS messages are charged individually.

Using your mobile abroad

Escaping to the sun? Going skiing? ACN ensures you are fully "mobile" in more than 190 countries. You keep moving - we keep you connected. Anytime, Anywhere!

Whether you want to know how much calls will cost when you're on holiday or check that your ACN mobile subscription will work in the country you are planning to visit, ACN has made it easy for you to get all the information you need. Don't forget to pack your mobile, your charger, travel adapter… and sunblock!

Please refer to the set zones on our website www.acnmobile.nl for the rates to call home to the Netherlands, SMS, MMS and GPRS.

Receive calls while you are roaming

Your friends and family can keep in touch with you while you are abroad. They will be charged the standard rate to call your mobile phone from the Netherlands and you will be charged the rate from the Netherlands border to wherever you are in the world. ACN makes managing your costs simple by dividing the world into 4 zones and applying one flat roaming rate to any country in each zone!

Refer to the Calling Internationally section on our website, www.acnmobile.nl for information on which countries are in each zone.

Send your messages around the globe

Not only can you call and send picture[1] and text messages whilst abroad, with ACN Mobile you can also surf the net and read your email from the beach. With GPRS you can connect to the internet with your mobile in more than 55 countries!

You should ensure that your mobile is compatible with the network frequency of your destination.

[1] For MMS, GPRS needs to be activated and you need to have a mobile phone that is compatible with GPRS and MMS! Additional data charges may apply.

ACN Voicemail Service

ACN Voicemail

With ACN Voicemail, you won't miss a thing. Our value-added voicemail system receives voice messages and call forwarding ensures you are reachable wherever you are. You will always know as soon as someone has tried to reach you with the convenience of an SMS notification…anytime, anywhere!

ACN Voicemail allows you to do the following:

- Record personalised welcome messages
- Receive up to 40 voice messages
- Receive free SMS notifications of messages received

Voicemail Instructions

As soon as you have an active ACN Mobile subscription, all incoming calls will automatically be forwarded to your voicemail if your phone is switched off or if you are busy or out of reach. If the caller has left a message, you will be notified with the convenience of an SMS message or phone call.

Listen to your Voicemail

With your mobile: 1233
From any other phone: 06 4920 1233
Whilst abroad: +31 6 4920 1233

Voicemail Settings

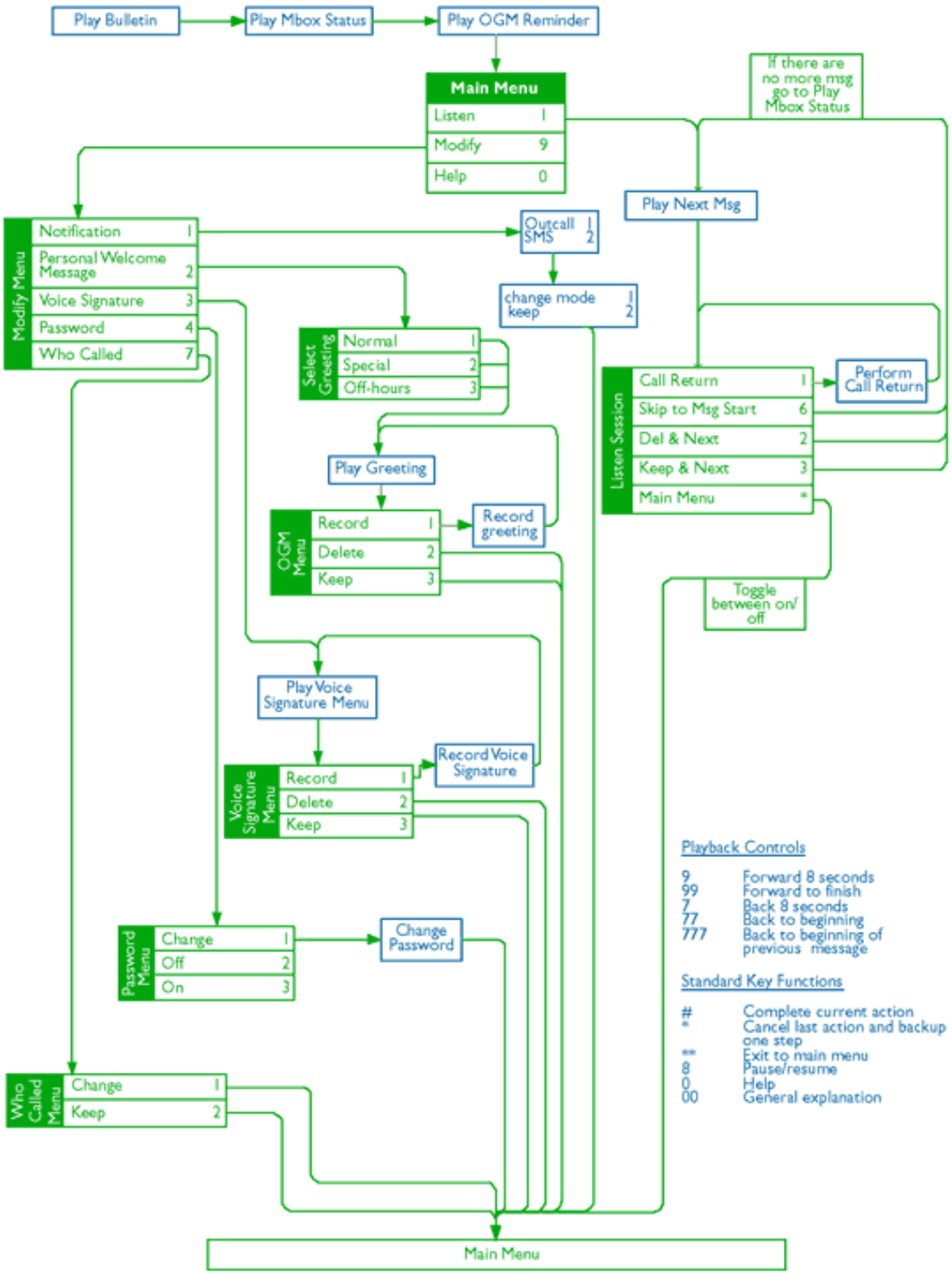
Notification
You will be notified by SMS when you have received a message. If you would prefer to be notified by a phone call you can simply set this as your default notification method.

Welcome Message
You can personalise your welcome message by adding your name to the standard welcome message or record your own welcome message.

Voicemail security
When calling your voicemail for the first time, you will be asked to change the default voicemail code to a personalised code. You will need this code to listen to your voice mail messages whilst abroad or when calling from another phone.

Change voicemail settings
Call 1233 from your mobile to change your voicemail settings.

Change Menu	Option
Notification	9-1
Personalised welcome message	9-2
Add name to standard message	9-3
Voicemail code	9-4


Play Bulletin
Play Mbox Status
Play OGM Reminder
Main Menu
Listen 1
Modify 9
Help 0
If there are no more msg go to Play Mbox Status
Play Next Msg
Modify Menu
Notification 1
Personal Welcome Message 2
Voice Signature 3
Password 4
Who Called 7
Outcall SMS 1 2
change mode keep 1 2
Select Greeting
Normal 1
Special 2
Off-hours 3
Listen Session
Call Return 1
Skip to Msg Start 6
Del & Next 2
Keep & Next 3
Main Menu *
Perform Call Return
Play Greeting
OGM Menu
Record 1
Delete 2
Keep 3
Record greeting
Toggle between on/ off
Play Voice Signature Menu
Voice Signature Menu
Record 1
Delete 2
Keep 3
Record Voice Signature
Password Menu
Change 1
Off 2
On 3
Change Password
Who Called Menu
Change 1
Keep 2
Playback Controls
9 Forward 8 seconds
99 Forward to finish
7 Back 8 seconds
77 Back to beginning
777 Back to beginning of previous message
Standard Key Functions
Complete current action
* Cancel last action and backup one step
** Exit to main menu
8 Pause/resume
0 Help
00 General explanation
Main Menu

Messaging - SMS and MMS

What are SMS and MMS?

Sending a short message from your mobile is a simple and effective communication tool. Text messaging with SMS allows you to keep in touch with your friends and family and with MMS you can send more than just words.

What is SMS?
SMS allows you to send a personal text message to your friends and family of up to 160 characters? Sending an SMS is simple, so join in the fun and get texting today!

Many modern handsets make sending an SMS even easier with word recognition. For instructions on using SMS with your phone, refer to the manufacturer's user guide.

What is MMS?
Want to get creative with your messages? MMS (Multimedia Messaging) is an enhanced version of SMS allowing you to send more than just text to your friends and family. With MMS you can include the following in your messages:

- Photographs
- Pictures
- Text
- Audio or Music files
- Self recorded Voice messages
- Self recorded Video messages

MMS is made up of a short 'presentation' comprising still or animated postcards, pictures, screensavers, greetings cards, maps, cartoons and business cards, all of which can feature text and sound. You are only limited by your own creativity and a maximum message size of 100kb, which is the equivalent of more than 400 SMS messages!

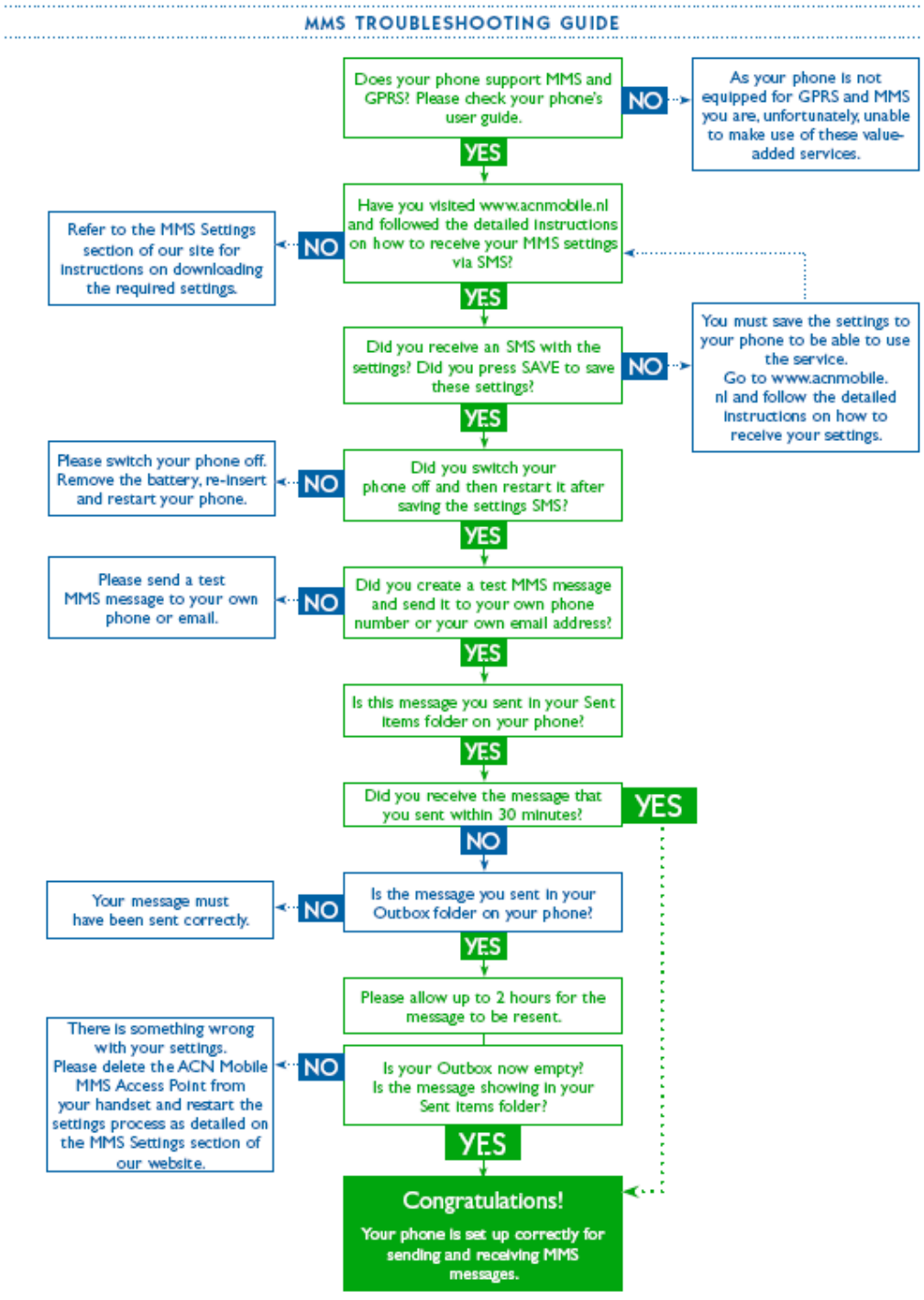
And with MMS, you can send a message to your friend's mobile phone or email address. Your friend doesn't even need an MMS compatible handset. For older phones that do not support MMS, an SMS is received with a code and a web link to our internet site where your friend can view and save your message.

Using MMS
You need the following to be able to send and receive MMS messages:

- A mobile phone with MMS and GPRS functionality
- MMS settings for your phone

You can download the required settings on our website. www.acnmobile.nl. The settings provided are applicable to most phones. Should you have any problems please refer to your phone's user guide. After the settings have been downloaded you should restart your phone to ensure that the settings install correctly.

MMS Troubleshooting Guide


MMS TROUBLESHOOTING GUIDE
Does your phone support MMS and GPRS? Please check your phone's user guide.
NO
As your phone is not equipped for GPRS and MMS you are, unfortunately, unable to make use of these value-added services.
YES
Have you visited www.acnmobile.nl and followed the detailed instructions on how to receive your MMS settings via SMS?
NO
Refer to the MMS Settings section of our site for instructions on downloading the required settings.
YES
Did you receive an SMS with the settings? Did you press SAVE to save these settings?
NO
You must save the settings to your phone to be able to use the service. Go to www.acnmobile.nl and follow the detailed instructions on how to receive your settings.
YES
Did you switch your phone off and then restart it after saving the settings SMS?
NO
Please switch your phone off. Remove the battery, re-insert and restart your phone.
YES
Did you create a test MMS message and send it to your own phone number or your own email address?
NO
Please send a test MMS message to your own phone or email.
YES
Is this message you sent in your Sent items folder on your phone?
YES
Did you receive the message that you sent within 30 minutes?
YES
NO
Is the message you sent in your Outbox folder on your phone?
NO
Your message must have been sent correctly.
YES
Please allow up to 2 hours for the message to be resent.
Is your Outbox now empty? Is the message showing in your Sent items folder?
NO
There is something wrong with your settings. Please delete the ACN Mobile MMS Access Point from your handset and restart the settings process as detailed on the MMS Settings section of our website.
YES
Congratulations!
Your phone is set up correctly for sending and receiving MMS messages.

Internet on the Move

What is GPRS?

Surf the web, email and use WAP services… anytime, anywhere!

With GPRS from ACN you can surf the web, send and receive email and use WAP services on your phone or PDA at high speed. Whether you want to find out the latest news or check the weather forecast, WAP enables you to stay in touch with what's happening in the world.

GPRS allows your phone* to remotely connect to the internet. Your mobile can also be used as a modem for your Palm, PDA or laptop to allow you to download your email or surf the web…anytime, anywhere.

You only pay for what you use with ACN's GPRS service, and not for the time you are connected. You are not charged until you send or receive data, which could, for example, be when you navigate from one website to another.

For frequent internet users, ACN offers a value-added bundle option where you get an allocated amount of data usage per month (5mb) for a nominal monthly fee. This bundle option offers competitive prices for data, please refer to our price list for further information.

WAP - Internet on the move
WAP (Wireless Application Protocol) is the technology that brings a downsized version of the internet to your mobile phone. WAP is available via dial-up or GPRS. ACN's WAP service via GPRS allows you access to the information you need within seconds!

Using GPRS
You need the following to be able to use the GPRS network for your internet and email:

- A mobile phone with GPRS network functionality
- GPRS settings for your phone

To set-up WAP using GPRS, simply enter your APN (Access Point Name). By selecting 'settings' in the web connection/internet section on your phone you should automatically be prompted to enter your APN details. An APN for both MMS and GPRS is typically required. You can download the required settings on our website, www.acnmobile.nl. The settings provided are applicable to most phones. Should you have any problems please refer to your phone's user guide. After the settings have been downloaded you should restart your phone to ensure that the settings install correctly.

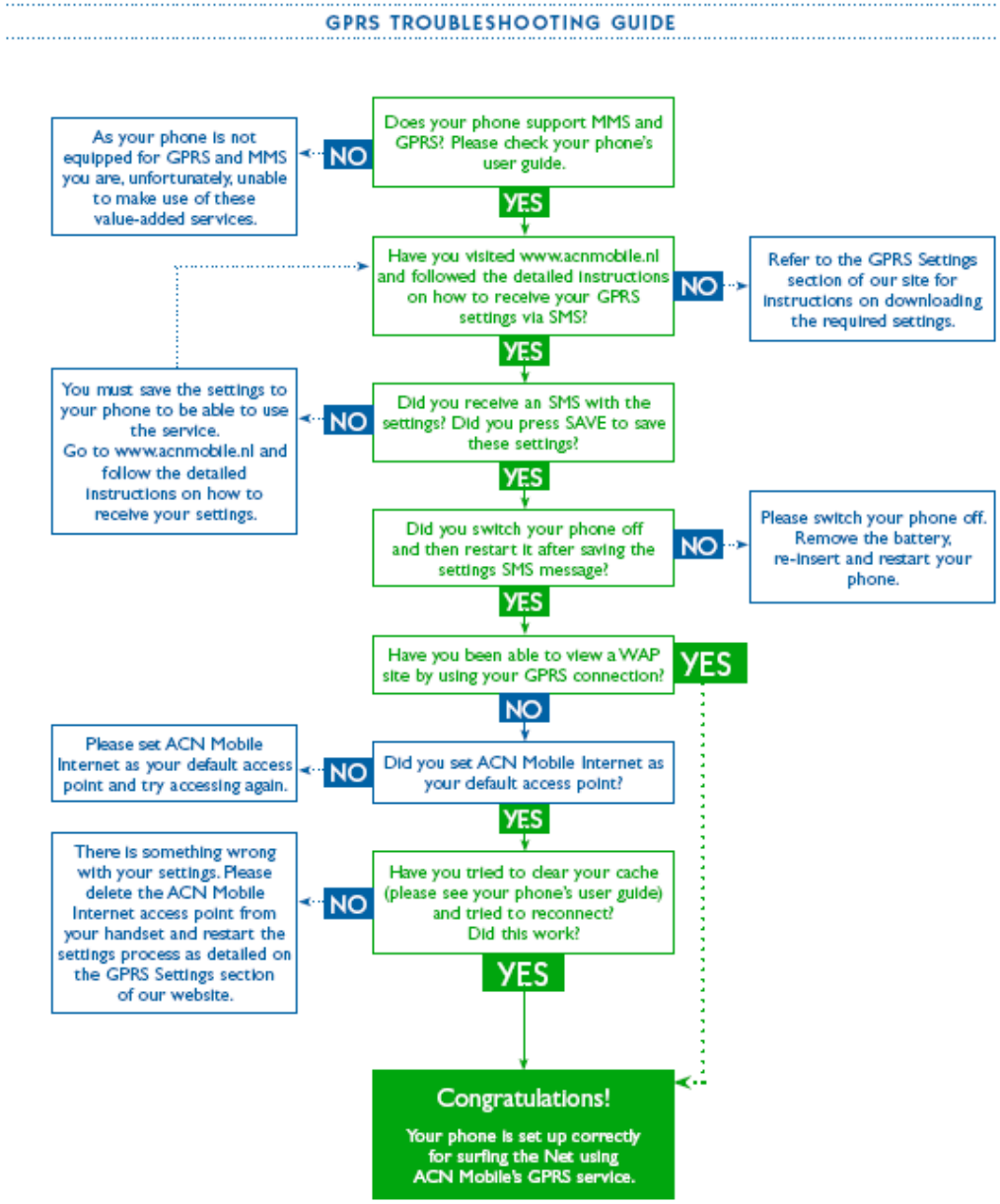
How much does it cost?
A fixed rate applies to WAP via dial-up. For WAP via GPRS, ACN offers either a flat standard rate or one data bundle of 5Mb. Please refer to our GPRS section and price list for more information.

When you are abroad
GPRS keeps you connected even when you are abroad, allowing you to email your holiday photos to friends and check the weather back home while relaxing on the beach

Please note, however, that prices differ from our usual rates depending on the country and local provider. Please refer to our Roaming and International pages on our website, www.acnmobile.nl, for more information and prices.

*Your phone must have GPRS functionality. For more information, refer to your phone's user guide.

GPRS Troubleshooting Guide


GPRS TROUBLESHOOTING GUIDE
Does your phone support MMS and GPRS? Please check your phone's user guide.
NO
As your phone is not equipped for GPRS and MMS you are, unfortunately, unable to make use of these value-added services.
YES
Have you visited www.acnmobile.nl and followed the detailed instructions on how to receive your GPRS settings via SMS?
NO
Refer to the GPRS Settings section of our site for instructions on downloading the required settings.
YES
Did you receive an SMS with the settings? Did you press SAVE to save these settings?
NO
You must save the settings to your phone to be able to use the service.
Go to www.acnmobile.nl and follow the detailed instructions on how to receive your settings.
YES
Did you switch your phone off and then restart it after saving the settings SMS message?
NO
Please switch your phone off. Remove the battery, re-insert and restart your phone.
YES
Have you been able to view a WAP site by using your GPRS connection?
YES
NO
Did you set ACN Mobile Internet as your default access point?
NO
Please set ACN Mobile Internet as your default access point and try accessing again.
YES
Have you tried to clear your cache (please see your phone's user guide) and tried to reconnect? Did this work?
NO
There is something wrong with your settings. Please delete the ACN Mobile Internet access point from your handset and restart the settings process as detailed on the GPRS Settings section of our website.
YES
Congratulations!
Your phone is set up correctly for surfing the Net using ACN Mobile's GPRS service.

Settings

MMS Settings

You must have a connection to the GPRS network set-up on your phone to benefit from the advantages of MMS. This connection uses what is referred to as an access point or APN (Access Point Name).

Through JouwACN Mobile (accessible via our website, www.acnmobile.nl, or on https://jouw.acnmobile.nl) you can conveniently have the required settings sent to your phone via SMS. These settings will then install automatically in your phone.

If your manufacturer is not listed, please refer to your phone's user guide and the manual settings section of our website.

Manual Settings

You can also enter the required settings manually. Simply enter the details below for each setting in conjunction with the information provided in your phone's user guide. Please be aware that different manufacturers use different names for the settings but the information detailed below should enable you to set-up your phone.

Manual MMS Settings

To set-up your phone for MMS, simply enter the following:

MMS handset settings

Connection Name:	Multimedia
Data Bearer:	GPRS
Access Point Name:	Internet.acnmobile.nl
User Name:	None
Prompt Password:	No
Password:	None
Authentication:	Normal
Gateway IP Address:	212.41.157.225 port 8080
Homepage:	http://mms
Connection Security:	n/a

JouwACN Mobile

1. After accessing JouwACN Mobile, go to "Your Account Details", click on "GPRS" and then on "Download Settings".
2. Select the brand and type of your mobile phone from the drop down menu. **Tip!** If you do not know your model number, simply remove the battery from your phone and it should be located on a label beneath the battery.
3. Enter your mobile number and click on "Verstuur mijn instellingen"
4. Follow the onscreen instructions on what to do when the SMS message is received by your phone. Store the settings on your mobile.

This service is free of charge from ACN Mobile!

WAP Settings

With ACN Mobile you can surf the web, access your email, send photographs and greetings cards, and chat online…anytime, anywhere!

You can connect to the internet from your phone using dial-up or GPRS. GPRS offers you a high speed connection. Refer to the GPRS section for more details.

To use dial-up, simply enter +31626000222 as the dial-up number in the web connection/internet settings section on your phone. Please refer to your phone's user guide for more information on using WAP via dial-up. Using WAP services via dial up is charged per minute. For our current dial-up rates, please refer to the price list available on our website, www.acnmobile.nl.

WAP handset settings

Profile name:	WAP <example, can be any name>
Connect through:	Multimedia <same as WAP-MMS connection setting>
Homepage URL:	http://wap.telfort.nl/
Proxy address:	212.41.157.225
Port:	9201

GPRS Settings

To use GPRS you must configure your phone to connect to the GPRS network. The network connection uses what is referred to as an access point or APN (Access Point Name).

Through JouwACN Mobile (accessible via our website, www.acnmobile.nl, or on https://jouw.acnmobile.nl) you can conveniently have the required settings sent to your phone via SMS. These settings will then install automatically in your phone.

If your manufacturer is not listed, please refer to your phone's user guide and the manual settings section of our website.

Manual Settings

You can also enter the required settings manually. Simply enter the details below for each setting in conjunction with the information provided in your phone's user guide. Please be aware that different manufacturers use different names for the settings but the information detailed below should enable you to set-up your phone.

Manual GPRS Settings

To set-up your phone for GPRS, simply enter the following:

Internet connection settings

Connection Name:	ACN Mobile
Data Bearer:	GPRS
Access Point Name:	Internet.acnmobile.nl
User Name:	None
Prompt Password:	No
Password:	None
Authentication:	Normal
Gateway IP Address:	212.41.157.225 port 8080
Homepage:	http://www.acnmobile.com
Connection Security:	n/a

Jouw ACN Mobile

1. After accessing JouwACN Mobile, go to “Your Account Details”, click on “GPRS” and then on “Download Settings”.
2. Select the brand and type of your mobile phone from the drop down menu. **Tip!** If you do not know your model number, simply remove the battery from your phone and it should be located on a label beneath the battery.
3. Enter your mobile number and click on “Verstuur mijn instellingen”
4. Follow the onscreen instructions on what to do when the SMS message is received by your phone. Store the settings on your mobile.

This service is free of charge from ACN Mobile!

Email Settings

Not only are your friends and family a phone call away, but with ACN Mobile, you can send and receive email wherever you are...keeping you in touch in more ways than one!

In this section you can download the required settings to enable the functionality to send and receive email on the move.

Through JouwACN Mobile (accessible via our website, www.acnmobile.nl, or on https://jouw.acnmobile.nl) you can conveniently have the required settings sent to your phone via SMS. These settings will then install automatically in your phone.

If your manufacturer is not listed, please refer to your phone’s user guide and the manual settings section of our website.

ACN Mobile Customer Service

ACN is committed to providing quality service to our customers.

Should you need to contact us, our Customer Service Representatives are always prepared to help you with any questions relating to ACN's mobile service.
Simply call **0900 – 202 22 07** (Mon-Fri, 08:00-17:00 hrs, 0.09€/minute for calls from fixed lines).

When calling from outside of the Netherlands with your mobile dial **+31 6 4920 1200***.

In the case of a lost or stolen SIM card, you can block your service online via JouwACN Mobile at anytime or contact Customer Services. For lost or stolen SIM cards and technical issues, Customer Services are available Mon-Fri, 08:00-22:00 hrs.

If you need to contact us in writing, our postal address is:

ACN Europe BV
PO Box 90422
1006 BK Amsterdam

* International rates will apply.